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1 The software customer/supplier relationship
Pearl Brereton
February 2004 **Communications of the ACM**, Volume 47 Issue 2
Publisher: ACM Press
Full text available: pdf(98.26 KB)   Additional Information: full citation, abstract, references, index terms
html(25.76 KB)

It's a delicate, dynamic relationship that changes with time, demands, and different approaches to procurement.

2 Information system technology can improve customer service
Gerard P Learmonth
December 1986 **ACM SIGMIS Database**, Volume 18 Issue 2
Publisher: ACM Press
Full text available: pdf(502.36 KB)   Additional Information: full citation, abstract, index terms

Creative deployment of information system technologies can lead to new ways to differentiate products and services through customer service, while simultaneously strengthening customer ties.
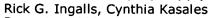
3 Manufacturing applications: A strategic supply chain simulation model
James Ritchie-Dunham, Douglas J. Morrice, Judy Scott, Edward G. Anderson
December 2000 **Proceedings of the 32nd conference on Winter simulation**
Publisher: Society for Computer Simulation International
Full text available: pdf(174.22 KB)   Additional Information: full citation, abstract, references, citings

In this paper, we describe a simulation game designed to quantify the benefits of an enterprise resource planning system coupled with the balanced scorecard framework in an extended enterprise. We present three scenarios of the same enterprise: a base case scenario with a non-integrated legacy system, a scenario with an integrated, enterprise resource planning system, and a scenario with an enterprise resource planning system using the balanced scorecard framework. Results from this game support ...

4 CSCAT: the Compaq Supply Chain Analysis Tool
Rick G. Ingalls, Cynthia Kasales
December 1999 **Proceedings of the 31st conference on Winter simulation: Simulation---a bridge to the future - Volume 2**
Publisher: ACM Press

Full text available: 📄 pdf(82.67 KB)   Additional Information: <u>full citation</u>, <u>references</u>, <u>citings</u>, <u>index terms</u>

5 <u>E-commerce value creation and destruction: a resource-based, supply chain perspective</u>
Christopher W. Craighead, Neal G. Shaw
June 2003 **ACM SIGMIS Database**, Volume 34 Issue 2
Publisher: ACM Press
Full text available: 📄 pdf(253.26 KB)   Additional Information: <u>full citation</u>, <u>abstract</u>, <u>references</u>

> Although researchers have proposed a number of business models for organizations to use in managing electronic commerce applications, very few of these models have been able to produce value consistently for the adopting organizations. We argue that the failure of these business models is largely due to the fact that (1) they do not consider the effects of both direct and indirect value to the firm, (2) they do not view the supply chain as a macro level entity that must be managed just as organi ...

> **Keywords**: e-commerce, resource-based view of the firm, supply chain

6 <u>Criticality of detailed modeling in semiconductor supply chain simulation</u>
Sanjay Jain, Chu-Cheow Lim, Boon-Ping Gan, Yoke-Hean Low
December 1999 **Proceedings of the 31st conference on Winter simulation: Simulation--a bridge to the future - Volume 1**
Publisher: ACM Press
Full text available: 📄 pdf(138.04 KB)   Additional Information: <u>full citation</u>, <u>references</u>, <u>citings</u>, <u>index terms</u>

7 <u>Distributed supply chain simulation in a DEVS/CORBA execution environment</u>
Bernard P. Zeigler, Doohwan Kim, Stephen J. Buckley
December 1999 **Proceedings of the 31st conference on Winter simulation: Simulation--a bridge to the future - Volume 2**
Publisher: ACM Press
Full text available: 📄 pdf(99.53 KB)   Additional Information: <u>full citation</u>, <u>references</u>, <u>citings</u>, <u>index terms</u>

8 <u>Manufacturing applications: Simulation optimization in manufacturing analysis: simulation based optimization for supply chain configuration design</u>
Tu Hoang Truong, Farhad Azadivar
December 2003 **Proceedings of the 35th conference on Winter simulation: driving innovation**
Publisher: Winter Simulation Conference
Full text available: 📄 pdf(646.63 KB)   Additional Information: <u>full citation</u>, <u>abstract</u>, <u>references</u>

> The design of a supply chain network as an integrated system with several tiers of suppliers is a difficult task. It consists of making strategic decisions on the facility location, stocking location, production policy, production capacity, distribution and transportation modes. This research develops a hybrid optimization approach to address the Supply Chain Configuration Design problem. The new approach combines simulation, mixed integer programming and genetic algorithm. The genetic algori ...

9 <u>Experience using the IBM supply chain simulator</u>
Sugato Bagchi, Stephen J. Buckley, Marcus Ettl, Grace Y. Lin
December 1998 **Proceedings of the 30th conference on Winter simulation**

Publisher: IEEE Computer Society Press
Full text available: pdf(133.56 KB)   Additional Information: full citation, references, citings, index terms

10 Mobile commerce opportunities and challenges: Evolution of mobile location-based services ◼

Bharat Rao, Louis Minakakis
December 2003 **Communications of the ACM**, Volume 46 Issue 12
Publisher: ACM Press
Full text available: pdf(110.27 KB)   Additional Information: full citation, abstract, references, citings, index
html(25.25 KB)   terms

Utilizing user location as a key determinant of information requirement needs.

11 Computer networks (CN): A framework for implicit and explicit service activation based on Service Level Specification ◼

Dimitrios Kagklis, Nicolas Liampotis, Christos Tsakiris
March 2004 **Proceedings of the 2004 ACM symposium on Applied computing**
Publisher: ACM Press
Full text available: pdf(435.67 KB)   Additional Information: full citation, abstract, references

Internet Protocol-based applications are the prevailing trend of the telecommunications market, but the path towards the "IP over everything" target is not unhampered. The main shortcoming of the IP protocol is its incapability of providing guaranteed Quality of Service (QoS), although significant effort is spent within different standardization bodies and organizations. We propose architecture for the implicit and explicit service activation of Internet Services with guaranteed QoS, based on ex ...

Keywords: IP, QoS, SLA, SLS, service management, services, signaling

12 Applications in logistics, transportation, and distribution: Supply chain management simulation: a prototype object-oriented supply chain simulation framework ◼

Manuel D. Rossetti, Hin-Tat Chan
December 2003 **Proceedings of the 35th conference on Winter simulation: driving innovation**
Publisher: Winter Simulation Conference
Full text available: pdf(484.64 KB)   Additional Information: full citation, abstract, references

In this paper, we discuss the design, development and testing of a prototype object-oriented framework for performing supply chain simulations. We define the primary objects required for supply chain simulations and design how each of these objects are related to each other to form a supply chain network. We also present how persistence is handled for instantiating supply chain network simulations from a database. Finally, we present a small example simulation to validate and illustrate the c ...

13 Agent-based service composition through simultaneous negotiation in forward and reverse auctions ◼

Chris Preist, Claudio Bartolini, Andrew Byde
June 2003 **Proceedings of the 4th ACM conference on Electronic commerce**
Publisher: ACM Press
Full text available: pdf(137.04 KB)   Additional Information: full citation, abstract, references, index terms, review

Service composition is the act of taking several component products or services, and bundling them together to meet the needs of a given customer. In the future, service composition will play an increasingly important role in e-commerce, and automation will be desirable to improve speed and efficiency of customer response. In this paper, we consider a service composition agent that both buys components and sells services through auctions. It buys component services by participating in many Engli ...

Keywords: agent, auctions, bidding, service composition

14 <u>Simulation-based scheduling: Supply chain planning: theory and practice of advanced planner and optimizer in supply chain domain</u>
Sam Bansal
December 2003 **Proceedings of the 35th conference on Winter simulation: driving innovation**
Publisher: Winter Simulation Conference
Full text available: <u>pdf(678.13 KB)</u>   Additional Information: <u>full citation</u>, <u>abstract</u>

This paper describes the Supply Chain Management do-main of SAP. It further describes how the SAP APO, the Advanced Planner and Optimization tool set fits in the overall domain of SCM. The founding principles of APO are also presented. Various algorithms used as part of planning and optimization are presented, as well as their relationships with simulation techniques.

15 <u>How i2 integrates simulation in supply chain optimization</u>
Jeremy Padmos, Bill Hubbard, Tom Duczmal, Slim Saidi
December 1999 **Proceedings of the 31st conference on Winter simulation: Simulation---a bridge to the future - Volume 2**
Publisher: ACM Press
Full text available: <u>pdf(217.10 KB)</u>   Additional Information: <u>full citation</u>, <u>references</u>, <u>citings</u>, <u>index terms</u>

16 <u>Serviguration: towards online configurability of real-world services</u>
Ziv Baida, Hans Akkermans, Jaap Gordijn
September 2003 **Proceedings of the 5th international conference on Electronic commerce ICEC '03**
Publisher: ACM Press

Full text available: <u>pdf(322.59 KB)</u>   Additional Information: <u>full citation</u>, <u>abstract</u>, <u>references</u>, <u>citings</u>, <u>index terms</u>

Current eCommerce is still mainly characterized by the relatively straightforward trading of commodity goods. Nextgeneration efforts in worldwide information infrastructure, especially the Semantic Web and Web Services, contribute some necessary, but not sufficient, steps on the way to much more advanced business scenarios, such as collaborative design over the Internet of sophisticated goods and services. This paper discusses additional steps needed to achieve collaborative eCommerce concerned ...

Keywords: SemanticWeb technologies, collaborative eCommerce, configuration, ontology, product/service description

17
<u>Data management issues in electronic commerce: Supply chain infrastructures: system integration and information sharing</u>

Michael O. Ball, Meng Ma, Louiqa Raschid, Zhengying Zhao
March 2002 **ACM SIGMOD Record**, Volume 31 Issue 1
Publisher: ACM Press
Full text available: pdf(467.29 KB)   Additional Information: full citation, abstract, references

The need for supply chain integration (SCI) methodologies has been increasing as a consequence of the globalization of production and sales, and the advancement of enabling information technologies. In this paper, we describe our experience with implementing and modeling SCIs. We present the integration architecture and the software components of our prototype implementation. We then discuss a variety of information sharing methodologies. Then, within the framework of a multi-echelon supply chai ...

18 Distributed awareness in MAS: Multi-Agent coordination based on tokens: reduction of the bullwhip effect in a forest supply chain
Thierry Moyaux, Brahim Chaib-draa, Sophie D'Amours
July 2003 **Proceedings of the second international joint conference on Autonomous agents and multiagent systems**
Publisher: ACM Press
Full text available: pdf(304.39 KB)   Additional Information: full citation, abstract, references, index terms

In this paper, we focus on the supply chain as a multi-agent system and we propose a new coordination technique to reduce the fluctuations of orders placed by each company to its suppliers in such a supply chain. This problem of amplification of the demand variability is called the *bullwhip effect*. To reduce such a bullwhip effect, we propose a technique based on tokens to achieve a decentralized coordination. Precisely, classical orders manage the demand itself whereas tokens manage effe ...

Keywords: bullwhip effect, decentralized coordination, multi-agent systems, supply chain, tokens

19 Challenges in the air cargo supply chain
Girish Ramachandran, Sanjay Tiwari
June 2001 **Communications of the ACM**, Volume 44 Issue 6
Publisher: ACM Press
Full text available: pdf(69.56 KB)
html(14.94 KB)   Additional Information: full citation, index terms

20 A simulation model to study the dynamics in a service-oriented supply chain
Edward G. Anderson, Douglas J. Morrice
December 1999 **Proceedings of the 31st conference on Winter simulation: Simulation--a bridge to the future - Volume 1**
Publisher: ACM Press
Full text available: pdf(107.72 KB)   Additional Information: full citation, references, citings, index terms

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1   Practitioner reports: Service-oriented architecture and business process choreography in an order management scenario: rationale, concepts, lessons learned
Olaf Zimmermann, Vadim Doubrovski, Jonas Grundler, Kerard Hogg
October 2005 **Companion to the 20th annual ACM SIGPLAN conference on Object-oriented programming, systems, languages, and applications OOPSLA '05**
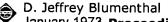**Publisher:** ACM Press
Full text available: 📄 pdf(437.99 KB)   Additional Information: full citation, abstract, references, index terms

> Effective and affordable business-to-business process integration is a key success factor in the telecommunications industry. A large telecommunication wholesaler, supplying its services to more than 150 different service retailers, enhanced the process integration capabilities of its core order management system through widespread use of SOA, business process choreography and Web services concepts. This core order management system processes 120 different complex order types.On this project, ch ...

> **Keywords:** B2B, BPEL, HTTP, J2EE, SOAP, WSDL, XML, application server, best practices, business process, order management, process choreography, process integration, service-oriented architecture, telecommunications, web application, web services, workflow

2   Rate-revenue-cost of service simulation of a natural gas utility
D. Jeffrey Blumenthal
January 1973 **Proceedings of the 6th conference on Winter simulation**
Publisher: ACM Press
Full text available: 📄 pdf(697.16 KB)   Additional Information: full citation, abstract, references, index terms

> A major midwestern utility was faced with the dilemma of increased demands for natural gas energy while the supplies of natural gas were diminishing. Questions on how to meet seasonal or off-peak demands, how to utilize underground storage, and how much new supply would be required to eliminate waiting lists for residential customers were typical of the problems confronting this utility. In addition, the cost of service due to inflation and pipeline cost adjustments indicated that this comp ...

3   Future of simulation: Supply chain opportunities: panel session: opportunities for simulation in supply chain management
Jerry Banks, Sanjay Jain, Steve Buckley, Peter Lendermann, Mani Manivannan

December 2002 **Proceedings of the 34th conference on Winter simulation: exploring new frontiers**
Publisher: Winter Simulation Conference
Full text available: ⬛ pdf(289.70 KB)   Additional Information: full citation, abstract, references, citings

> It has become a matter of survival that many companies improve their supply chain efficiency. This presents an opportunity for simulation. However, there are many challenges that must be overcome for simulation to be a contributor to play an effective role. Four contributors discuss the opportunities that they see for simulation to play a meaningful role in the area of supply chain management.

4 A market architecture for multi-agent contracting

John Collins, Ben Youngdahl, Scott Jamison, Bamshad Mobasher, Maria Gini
May 1998 **Proceedings of the second international conference on Autonomous agents**
Publisher: ACM Press
Full text available: ⬛ pdf(1.10 MB)   Additional Information: full citation, references, citings, index terms

5 A framework for evaluating third-party logistics

Ganesh Vaidyanathan
January 2005 **Communications of the ACM**, Volume 48 Issue 1
Publisher: ACM Press
Full text available: ⬛ pdf(148.22 KB)
⬛ html(23.98 KB)   Additional Information: full citation, abstract, references, index terms

> 3PL providers with advanced IT are expected to lower logistics costs and integrate the supply chain with increased productivity and growth. Here, a set of criteria for choosing the most suitable provider.

6 Integrated document and workflow management applied to the offer processing of a machine tool company

Stefan Morschheuser, Heinz Raufer
August 1995 **Proceedings of conference on Organizational computing systems**
Publisher: ACM Press

Full text available: ⬛ pdf(1.29 MB)   Additional Information: full citation, abstract, references, citings, index terms

> Introducing document and workflow management systems causes two main problems:How can the supported business processes be adequately modeled?How can existing information systems and databases be integrated?Within this paper, we present tools, methods and other approaches, which are designed to solve these problems. They are illustrated by the offer processing of a machine tool company. This process starts with a custome ...

7 Modeling methodology: Distributed supply chain simulation in GRIDS

Rajeev Sudra, Simon J. E. Taylor, Tharumasegaram Janahan
December 2000 **Proceedings of the 32nd conference on Winter simulation**
Publisher: Society for Computer Simulation International
Full text available: ⬛ pdf(206.55 KB)   Additional Information: full citation, abstract, references, citings

> Amongst the majority of work done in Supply Chain Simulation, papers have emerged that examine the area of model distribution. The executions of simulations on distributed hosts as a coupled model require both coordination and facilitating infrastructure. A

distributed environment, the Generic Runtime Infrastructure for Distributed Simulation (GRIDS) is suggested to provide the bonding requirements for such a model. The advantages of transparently connecting the distributed components of a suppl ...

8 Intelligent Web services moving toward a framework to compose

Willem-Jan Van Den Heuvel, Zakaria Maamar
October 2003 **Communications of the ACM**, Volume 46 Issue 10

Publisher: ACM Press

Full text available: pdf(133.06 KB)   Additional Information: full citation, abstract, references, index terms
html(33.44 KB)

Intelligent Web services show promise as a means of supporting cross-organizational business transactions.

9 Service delivery: Assured service quality by improved fault management

Andreas Hanemann, Martin Sailer, David Schmitz
November 2004 **Proceedings of the 2nd international conference on Service oriented computing**

Publisher: ACM Press

Full text available: pdf(209.39 KB)   Additional Information: full citation, abstract, references, index terms

The paradigm shift from device-oriented to service-oriented management has also implications to the area of event correlation. Today's event correlation mainly addresses the correlation of events as reported from management tools. However, a correlation of user trouble reports concerning services should also be performed. This is necessary to improve the resolution time and to reduce the effort for keeping the service agreements. We refer to such a type of correlation as service-oriented even ...

Keywords: event correlation, fault management, service level agreements, service management

10 Application of real-time simulation to assign due dates on logistic-manufacturing networks

Alex J. Ruiz-Torres, Kazuo Nakatani
December 1998 **Proceedings of the 30th conference on Winter simulation**

Publisher: IEEE Computer Society Press

Full text available: pdf(102.02 KB)   Additional Information: full citation, references, citings, index terms

11 Serviguration: towards online configurability of real-world services

Ziv Baida, Hans Akkermans, Jaap Gordijn
September 2003 **Proceedings of the 5th international conference on Electronic commerce ICEC '03**

Publisher: ACM Press

Full text available: pdf(322.59 KB)   Additional Information: full citation, abstract, references, citings, index terms

Current eCommerce is still mainly characterized by the relatively straightforward trading of commodity goods. Nextgeneration efforts in worldwide information infrastructure, especially the Semantic Web and Web Services, contribute some necessary, but not sufficient, steps on the way to much more advanced business scenarios, such as collaborative design over the Internet of sophisticated goods and services. This paper discusses additional steps needed to achieve collaborative eCommerce concerned ...

Keywords: SemanticWeb technologies, collaborative eCommerce, configuration,

ontology, product/service description

12 Distributed awareness in MAS: Multi-Agent coordination based on tokens: reduction ◼
of the bullwhip effect in a forest supply chain
Thierry Moyaux, Brahim Chaib-draa, Sophie D'Amours
July 2003 **Proceedings of the second international joint conference on Autonomous
agents and multiagent systems**
Publisher: ACM Press
Full text available: pdf(304.39 KB)   Additional Information: full citation, abstract, references, index terms

> In this paper, we focus on the supply chain as a multi-agent system and we propose a
> new coordination technique to reduce the fluctuations of orders placed by each company
> to its suppliers in such a supply chain. This problem of amplification of the demand
> variability is called the *bullwhip effect*. To reduce such a bullwhip effect, we propose a
> technique based on tokens to achieve a decentralized coordination. Precisely, classical
> orders manage the demand itself whereas tokens manage effe ...

> **Keywords:** bullwhip effect, decentralized coordination, multi-agent systems, supply
> chain, tokens

13 Data transmission services and network developments in the United Kingdom ◼
D. W.F. Medcraft
November 1979 **Proceedings of the sixth symposium on Data communications**
Publisher: ACM Press
Full text available: pdf(486.98 KB)   Additional Information: full citation, abstract, index terms

> This position statement reviews existing Datel services, current progress towards
> realisation of packet switched and circuit switched data networks, and plans for eventual
> evolution to an Integrated Services Digital Network.

14 Considerations for computer utility pricing policies ◼
Daniel S. Diamond, Lee L. Selwyn
January 1968 **Proceedings of the 1968 23rd ACM national conference**
Publisher: ACM Press

Full text available: pdf(1.15 MB)   Additional Information: full citation, abstract, references, citings, index
terms

> There are a number of different philosophies concerning the problems of pricing the
> resources of a multi-access computer utility. Although some have been proposed only
> academically, others have actually been implemented by the various fledgling systems
> that have come into existence during the past few years.

15 A two-tier approach to customer service ◼
Anne Lind
November 1997 **Proceedings of the 25th annual ACM SIGUCCS conference on User
services: are you ready?**
Publisher: ACM Press
Full text available: pdf(511.42 KB)   Additional Information: full citation, index terms

16 Outsourcing a PC reseller center and hardware maintenance services ◼
Brian K. Hart
November 1999 **Proceedings of the 27th annual ACM SIGUCCS conference on User**

services: Mile high expectations
Publisher: ACM Press
Full text available: pdf(24.08 KB)   Additional Information: full citation, index terms

Keywords: PC reseller, e-commerce, outsourcing, partnership, public key infrastructure

17 Modeling a hospital main cafeteria ■
William A. Stout
December 1995 **Proceedings of the 27th conference on Winter simulation**
Publisher: ACM Press
Full text available: pdf(481.80 KB)   Additional Information: full citation, references, index terms

18 Course design & learning enhancement: From theories to actions: a proposal for a ■
new course on enterprise information systems integration
Kimfong Lei, Julie R. Mariga, Benjamin R. Pobanz
October 2003 **Proceedings of the 4th conference on Information technology**
curriculum CITC4 '03
Publisher: ACM Press

Full text available: pdf(201.57 KB)   Additional Information: full citation, abstract, references, index terms, review

This paper presents a proposal for a new senior/gradates level courses concentrating on
enterprise information systems/applications integration. The course will include
introduction to different enterprise integration models and enterprise systems
architectures, current and upcoming trends of technology, and design and implementation
strategy. In addition to traditional class lectures, techniques such as problem-based
learning (PBL) and case method are the essential approaches to delivery the co ...

Keywords: course development, curriculum, enterprise applications integration (EAI),
enterprise integration, information systems

19 Research Contributions: Measuring organizational IS effectiveness: an overview and ■
update of senior management perspectives
Peter B. Seddon, Valerie Graeser, Leslie P. Willcocks
June 2002 **ACM SIGMIS Database,** Volume 33 Issue 2
Publisher: ACM Press

Full text available: pdf(333.21 KB)   Additional Information: full citation, abstract, references, citings, index terms

This paper reports the views of 80 senior IT managers about IT evaluation approaches,
and the benefits that IT provides for their organizations. Their views were obtained
through a survey mailed to medium to large organizations in both Europe and the US. The
survey sought answers to three questions: How does the senior IT manager's organization
assess the value of its (1) overall IT investment portfolio? (2) individual IT projects and
applications? (3) IT function? Questions for the survey were ...

Keywords: IS effectiveness, IS evaluation, IS success, IT benchmarking, IT evaluation,
IT outsourcing, balanced scorecard, feasibility studies, post-implementation review

20 Computer security: Security status display and browser interframe communication

Larry A. Dunning, Sub Ramakrishnan
March 2002 **Proceedings of the 2002 ACM symposium on Applied computing**
Publisher: ACM Press
Full text available: pdf(656.27 KB)   Additional Information: full citation, abstract, references, index terms

We argue that current WWW protocols are anticompetitive and favor larger WWW retailers and service providers. Consumer confidence has been recognized as an impediment to the development of smaller WWW based businesses and the growth of online transactions. Consumers are understandably concerned about using their credit card number to make WWW purchases.Our assertion is that the development of standards which would allow payment providers to interface with vendors and consumers to interface with ...

Keywords: browser, e-commerce, internet, security, user interface

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1　Innovation, management & strategy: Shaping new health services landscapes: the case of DocMorris.com　　■
　Hans P. Borgman, Hauke Heier, Andreas Kemper
　March 2004 **Proceedings of the 6th international conference on Electronic commerce ICEC '04**
　Publisher: ACM Press
　Full text available: 📄 pdf(162.74 KB)　Additional Information: full citation, abstract, references, index terms

The recent literature investigating the European health care market's efficiency has repeatedly pointed at chronic underperformance and wastefulness. Our analysis goes beyond this critic and investigates the opportunities and limitations of e-Pharmacies as an innovative, technology-based approach to the development of new services landscapes in order to restructure the German health care market. The new prospects are analyzed based on a case study of DocMorris.com. Results of the analysis indica ...

Keywords: customer privacy, customer satisfaction, data security, distribution channels, e-Commerce, health care, online pharmacies

2　Panel: The changing face of technical communication: new directions for the field in a new millennium　　■
　Mark Zachry, Kelli Cargile Cook, Brenton D. Faber, David Clark
　October 2001 **Proceedings of the 19th annual international conference on Computer documentation**
　Publisher: ACM Press
　Full text available: 📄 pdf(262.45 KB)　Additional Information: full citation, abstract, references, index terms

In this panel session, the authors identify four different factors shaping the future of technical communication: user-centered design, corporate universities, cross-disciplinary collaboration, and knowledge management. The authors each address how factors once considered external to the field of technical communication are now becoming thoroughly integrated with it. These four studies, in conjunction, suggest how the field of technical communication is becoming increasingly complex and how part ...

Keywords: collaboration, corporate universities, customer relations management (CRM), disciplinarity, educational theory, knowledge management, multimedia, organizational learning, research, training, usability studies, user-centered design

3 Risks to the public: Risks to the public ■

Peter G. Neumann

July 2005 **ACM SIGSOFT Software Engineering Notes**, Volume 30 Issue 4

Publisher: ACM Press

Full text available: pdf(151.77 KB)   Additional Information: full citation, abstract, index terms

> Edited by Peter G. Neumann (Risks Forum Moderator and Chairman of the ACM Committee on Computers and Public Policy), plus personal contributions by others, as indicated. Opinions expressed are individual rather than organizational, and all of the usual disclaimers apply. We address problems relating to software, hardware, people, and other circumstances relating to computer systems. To economize on space, we include pointers to items in the online Risks Forum: (R i j) denotes RISKS vol i number ...

4 A two-tier approach to customer service ■

Anne Lind

November 1997 **Proceedings of the 25th annual ACM SIGUCCS conference on User services: are you ready?**

Publisher: ACM Press

Full text available: pdf(511.42 KB)   Additional Information: full citation, index terms

5 Privacy policies and practices: inside the organizational maze ■

H. Jeff Smith

December 1993 **Communications of the ACM**, Volume 36 Issue 12

Publisher: ACM Press ·

Full text available: pdf(6.76 MB)   Additional Information: full citation, references, citings, index terms

> **Keywords:** information privacy

6 Machinery in the new factories: interaction and technology in a bank's telephone call ■
centre

John Bowers, David Martin

December 2000 **Proceedings of the 2000 ACM conference on Computer supported cooperative work**

Publisher: ACM Press

Full text available: pdf(154.26 KB)   Additional Information: full citation, abstract, references, citings, index terms

> This paper presents analyses of calls to a bank's telephone call centre documenting the way calls are opened, closed, and how financial services are actioned. Throughout, how the social interaction between caller and operator is interleaved with the human-computer interaction between operator and the bank's accounts database is attended to. We show participants varying in their orientation to each other and to providing and receiving database information, and how these matters are influence ...

> **Keywords:** conversation analysis, intelligent systems, organisations, social interaction, technology

7 Serviguration: towards online configurability of real-world services ■

Ziv Baida, Hans Akkermans, Jaap Gordijn

September 2003 **Proceedings of the 5th international conference on Electronic**

commerce ICEC '03
Publisher: ACM Press

Full text available: pdf(322.59 KB)   Additional Information: <u>full citation</u>, <u>abstract</u>, <u>references</u>, <u>citings</u>, <u>index terms</u>

Current eCommerce is still mainly characterized by the relatively straightforward trading of commodity goods. Nextgeneration efforts in worldwide information infrastructure, especially the Semantic Web and Web Services, contribute some necessary, but not sufficient, steps on the way to much more advanced business scenarios, such as collaborative design over the Internet of sophisticated goods and services. This paper discusses additional steps needed to achieve collaborative eCommerce concerned ...

Keywords: SemanticWeb technologies, collaborative eCommerce, configuration, ontology, product/service description

8 <u>Columns: Risks to the public in computers and related systems</u>

Peter G. Neumann
January 2001 **ACM SIGSOFT Software Engineering Notes**, Volume 26 Issue 1
Publisher: ACM Press
Full text available: pdf(3.24 MB)   Additional Information: <u>full citation</u>

9 <u>Bethesda Healthcare Systems: physician information system</u>

Susan L. Carter, T. Grandon Gill
January 1999 **Proceeding of the 20th international conference on Information Systems**
Publisher: Association for Information Systems
Full text available: pdf(212.72 KB)   Additional Information: <u>full citation</u>, <u>references</u>

10 <u>Business Services Networks: delivering the promises of B2B</u>

Jay M. Tenenbaum, Rohit Khare
March 2005 **Proceedings of the IEEE EEE05 international workshop on Business services networks BSN '05**
Publisher: IEEE Press
Full text available: pdf(223.11 KB)   Additional Information: <u>full citation</u>, <u>abstract</u>, <u>references</u>

The fundamental challenge of e-commerce is enabling companies to do business with one another across a network, despite different business processes and computer systems. Traditionally, these problems were overcome through custom point-to-point integration or Electronic Data Interchange (EDI) networks. These expensive, time-consuming approaches make economic sense only when companies do a lot of business together. The promise of the Internet, by contrast, is an open e-business platform where com ...

11 <u>Special issue: AI in engineering</u>

D. Sriram, R. Joobbani
April 1985 **ACM SIGART Bulletin**, Issue 92
Publisher: ACM Press
Full text available: pdf(8.79 MB)   Additional Information: <u>full citation</u>, <u>abstract</u>
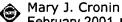
The papers in this special issue were compiled from responses to the announcement in the July 1984 issue of the SIGART newsletter and notices posted over the ARPAnet. The interest being shown in this area is reflected in the sixty papers received from over six countries. About half the papers were received over the computer network.

12 <u>Unchained value: the new logic of digital business</u>

Mary J. Cronin
February 2001 **Ubiquity,** Volume 1 Issue 46
Publisher: ACM Press
Full text available: html(56.83 KB)   Additional Information: <u>full citation</u>, <u>index terms</u>

13 <u>Gaming: The social side of gaming: a study of interaction patterns in a massively</u>
<u>multiplayer online game</u>

Nicolas Ducheneaut, Robert J. Moore
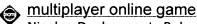November 2004 **Proceedings of the 2004 ACM conference on Computer supported**
cooperative work
Publisher: ACM Press
Full text available: pdf(1.11 MB)   Additional Information: <u>full citation</u>, <u>abstract</u>, <u>references</u>, <u>index terms</u>

Playing computer games has become a social experience. Hundreds of thousands of
players interact in massively multiplayer online games (MMORPGs), a recent and
successful genre descending from the pioneering multi-user dungeons (MUDs). These new
games are purposefully designed to encourage interactions among players, but little is
known about the nature and structure of these interactions. In this paper, we analyze
player-to-player interactions in two locations in the game Star Wars Galaxies. ...

Keywords: design recommendations, interactivity, multiplayer games, social interaction

14 <u>Computing curricula 2001</u>

September 2001 **Journal on Educational Resources in Computing (JERIC)**
Publisher: ACM Press
Full text available: pdf(613.63 KB)
html(2.78 KB)   Additional Information: <u>full citation</u>, <u>references</u>, <u>citings</u>, <u>index terms</u>

15 <u>Issues and challenges in ubiquitous computing: The future of business services in the</u>
<u>age of ubiquitous computing</u>

Andrew Fano, Anatole Gershman
December 2002 **Communications of the ACM**, Volume 45 Issue 12
Publisher: ACM Press
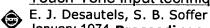Full text available: pdf(204.83 KB)   Additional Information: <u>full citation</u>, <u>abstract</u>, <u>references</u>, <u>citings</u>, <u>index</u>
html(27.72 KB)   <u>terms</u>

Redefining the key aspects of the business-customer relationship.

16 <u>Touch-Tone input techniques: Data entry using a constrained keyboard</u>

E. J. Desautels, S. B. Soffer
January 1974 **Proceedings of the 1974 annual conference**
Publisher: ACM Press
Full text available: pdf(688.22 KB)   Additional Information: <u>full citation</u>, <u>abstract</u>, <u>references</u>, <u>index terms</u>

The problems involved in using a smaller alphabet than that naturally called for are
investigated, with attention focussed on the use of 12 digit keyboards such as found on
Touch-Tone (trademark reg.) telephones. The feasibility of avoiding the use of codebooks
or user encodings is examined for some medical information systems, and a technique to
minimize redundant inputs is described.

Keywords: Audio response, Data entry, Medical applications, Telephone, Terminals

17 Applications of computer simulation in health care
William England, Stephen D. Roberts
December 1978 **Proceedings of the 10th conference on Winter simulation - Volume 2**
Publisher: IEEE Computer Society Press
Full text available: pdf(1.43 MB)   Additional Information: full citation, abstract, index terms

> Several hundred computer simulation models have been developed in the last 15 years to solve problems in the nation's health care delivery system. These models are categorized and reviewed according to 21 areas of application, along with discussion of general model characteristics. Charts showing trends in health care simulation modeling are given, followed by discussion of problems in model implementation and directions for future research.

18 Value conflicts and social choice in electronic funds transfer system developments
Rob Kling
August 1978 **Communications of the ACM**, Volume 21 Issue 8
Publisher: ACM Press

Full text available: pdf(2.01 MB)   Additional Information: full citation, abstract, references, citings, index terms

> During the last few years, computer-based systems which automate the transfer and recording of debits and credits have begun to be implemented on a large scale. These systems promise both financial benefits for the institutions that use them and potential conveniences to their customers. However, they also raise significant social, legal, and technical questions that must be resolved if full scale systems for Electronic Funds Transfer (EFT) are not to cause more problems for the larger publ ...

Keywords: computer networks, electronic funds transfer systems, network reliability, privacy, security, social choice, social impacts of computing, social values

19 Papers Presented at Williamsburg Workshop: Value conflicts and social choice in electronic funds transfer system developments
Rob Kling
July 1981 **ACM SIGCAS Computers and Society**, Volume 11 Issue 3
Publisher: ACM Press
Full text available: pdf(2.26 MB)   Additional Information: full citation, references

20 Curriculum recommendations for graduate professional programs in information systems
May 1972 **Communications of the ACM**, Volume 15 Issue 5
Publisher: ACM Press
Full text available: pdf(4.00 MB)   Additional Information: full citation, references, citings

Keywords: education, information analysis, information systems development, management information systems, management systems, system design, systems analysis

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1 Modeling methodology: Production scheduling validity in high level supply chain models   ▬
David J. Parsons, Richard A. Phelps
December 2001 **Proceedings of the 33nd conference on Winter simulation**
Publisher: IEEE Computer Society
Full text available: 📄 pdf(209.20 KB)   Additional Information: full citation, abstract, index terms

> Although they focus on the big picture, high level supply chain models cannot gloss over the capacity of production nodes to meet production allocations. Capacity is not simply a reflection of equipment production rates. Short runs drive down utilization by increasing total time lost to changeovers. Multistage plants require coordination of capacities at the several production stages. In short, production capacity is crucially affected by the way production runs are scheduled through plants. Mod ...

2 How i2 integrates simulation in supply chain optimization   ■
◆ Jeremy Padmos, Bill Hubbard, Tom Duczmal, Slim Saidi
December 1999 **Proceedings of the 31st conference on Winter simulation: Simulation--a bridge to the future - Volume 2**
Publisher: ACM Press
Full text available: 📄 pdf(217.10 KB)   Additional Information: full citation, references, citings, index terms

3 Applications in logistics, transportation, and distribution: Supply chain management simulation: a prototype object-oriented supply chain simulation framework   ■
Manuel D. Rossetti, Hin-Tat Chan
December 2003 **Proceedings of the 35th conference on Winter simulation: driving innovation**
Publisher: Winter Simulation Conference
Full text available: 📄 pdf(484.64 KB)   Additional Information: full citation, abstract, references

> In this paper, we discuss the design, development and testing of a prototype object-oriented framework for performing supply chain simulations. We define the primary objects required for supply chain simulations and design how each of these objects are related to each other to form a supply chain network. We also present how persistence is handled for instantiating supply chain network simulations from a database. Finally, we present a small example simulation to validate and illustrate the c ...

4 Model management and structured modeling: the role of an information resource dictionary system

D. R. Dolk
June 1988 **Communications of the ACM**, Volume 31 Issue 6
Publisher: ACM Press

Full text available: pdf(1.73 MB)   Additional Information: full citation, abstract, references, citings, index terms

Models have historically occupied an ambiguous position within organizations. Management acceptance of management science and operations research models for decision-making has lagged far behind technical advances in these areas. Structured modeling has emerged as a unifying approach to the modeling process with potential to reduce this ambiguity. Structured modeling is primarily oriented to the individual, however. A way of incorporating structured modeling into the organizational framewor ...

5 Alternate distribution strategies for digital music

G. Prem Premkumar
September 2003 **Communications of the ACM**, Volume 46 Issue 9
Publisher: ACM Press

Full text available: pdf(103.58 KB)   Additional Information: full citation, abstract, references, citings, index terms

Digitization of music has created opportunities to reengineer the supply chain and improve its efficiency.

But how will it play out?

6 CSCAT: the Compaq Supply Chain Analysis Tool

Rick G. Ingalls, Cynthia Kasales
December 1999 **Proceedings of the 31st conference on Winter simulation: Simulation---a bridge to the future - Volume 2**
Publisher: ACM Press

Full text available: pdf(82.67 KB)   Additional Information: full citation, references, citings, index terms

7 Criticality of detailed modeling in semiconductor supply chain simulation

Sanjay Jain, Chu-Cheow Lim, Boon-Ping Gan, Yoke-Hean Low
December 1999 **Proceedings of the 31st conference on Winter simulation: Simulation---a bridge to the future - Volume 1**
Publisher: ACM Press

Full text available: pdf(138.04 KB)   Additional Information: full citation, references, citings, index terms

8 Software/modelware tutorials b: Supply chain simulation software I: supply chain simulation and analysis with SimFlex™

Edward J. Williams, Ali Gunal
December 2003 **Proceedings of the 35th conference on Winter simulation: driving innovation**
Publisher: Winter Simulation Conference

Full text available: pdf(360.42 KB)   Additional Information: full citation, abstract, references

As businesses and industries become steadily more global in their operational scope, and more intensely competitive, achievement of a lean, efficient, reliable supply chain increases in both importance and complexity. Recent research comprises many ideas to help engineers and managers construct and maintain such a supply chain. Additionally, numerous software vendors have endeavored to develop software packages specifically adapted to the modeling and analysis of supply chains. To earn regula ...

9 Modeling methodology: System dynamics modelling in supply chain management: research review

Bernhard J. Angerhofer, Marios C. Angelides

December 2000 **Proceedings of the 32nd conference on Winter simulation**

Publisher: Society for Computer Simulation International

Full text available: pdf(303.40 KB)   Additional Information: full citation, abstract, references, citings

> The use of System Dynamics Modeling in Supply Chain Management has only recently re-emerged after a lengthy slack period. Current research on System Dynamics Modelling in supply chain management focuses on inventory decision and policy development, time compression, demand amplification, supply chain design and integration, and international supply chain management. The paper first gives an overview of recent research work in these areas, followed by a discussion of research issues that have evo ...

10 Applications in logistics, transportation, and distribution: Supply chain and distribution network: semiconductor supply network simulation

Gary W. Godding, Hessam S. Sarjoughian, Karl G. Kempf

December 2003 **Proceedings of the 35th conference on Winter simulation: driving innovation**

Publisher: Winter Simulation Conference

Full text available: pdf(575.92 KB)   Additional Information: full citation, abstract, references

> More efficient and effective control of supply networks is conservatively worth billions of dollars to the national and world economy. Developing improved control requires simulation of physical flows of materials involved and decision policies governing these flows. This paper describes our initial work on modeling each of these flows as well as simulating their integration through the synchronized interchange of data. We show the level of abstraction that is appropriate, formulate and test ...

11 Challenges in the air cargo supply chain

Girish Ramachandran, Sanjay Tiwari

June 2001 **Communications of the ACM**, Volume 44 Issue 6

Publisher: ACM Press

Full text available: pdf(69.56 KB)
html(14.94 KB)   Additional Information: full citation, index terms

12 xlinkit: a consistency checking and smart link generation service

Christian Nentwich, Licia Capra, Wolfgang Emmerich, Anthony Finkelstein

May 2002 **ACM Transactions on Internet Technology (TOIT)**, Volume 2 Issue 2

Publisher: ACM Press

Full text available: pdf(463.26 KB)   Additional Information: full citation, abstract, references, citings, index terms

> xlinkit is a lightweight application service that provides rule-based link generation and checks the consistency of distributed Web content. It leverages standard Internet technologies, notably XML, XPath, and XLink. xlinkit can be used as part of a consistency management scheme or in applications that require smart link generation, including portal construction and management of large document repositories. In this article we show how consistency constraints can be expressed and checked. We des ...

> **Keywords**: Consistency management, XML, automatic link generation, constraint checking

13 Data management issues in electronic commerce: Supply chain infrastructures: system integration and information sharing

Michael O. Ball, Meng Ma, Louiqa Raschid, Zhengying Zhao
March 2002 **ACM SIGMOD Record**, Volume 31 Issue 1
Publisher: ACM Press
Full text available: pdf(467.29 KB)   Additional Information: full citation, abstract, references

> The need for supply chain integration (SCI) methodologies has been increasing as a consequence of the globalization of production and sales, and the advancement of enabling information technologies. In this paper, we describe our experience with implementing and modeling SCIs. We present the integration architecture and the software components of our prototype implementation. We then discuss a variety of information sharing methodologies. Then, within the framework of a multi-echelon supply chai ...

14 Simulation-based scheduling: Supply chain planning: theory and practice of advanced planner and optimizer in supply chain domain

Sam Bansal
December 2003 **Proceedings of the 35th conference on Winter simulation: driving innovation**
Publisher: Winter Simulation Conference
Full text available: pdf(678.13 KB)   Additional Information: full citation, abstract

> This paper describes the Supply Chain Management do-main of SAP. It further describes how the SAP APO, the Advanced Planner and Optimization tool set fits in the overall domain of SCM. The founding principles of APO are also presented. Various algorithms used as part of planning and optimization are presented, as well as their relationships with simulation techniques.
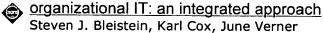
15 Modeling methodology: Distributed supply chain simulation in GRIDS

Rajeev Sudra, Simon J. E. Taylor, Tharumasegaram Janahan
December 2000 **Proceedings of the 32nd conference on Winter simulation**
Publisher: Society for Computer Simulation International
Full text available: pdf(206.55 KB)   Additional Information: full citation, abstract, references, citings

> Amongst the majority of work done in Supply Chain Simulation, papers have emerged that examine the area of model distribution. The executions of simulations on distributed hosts as a coupled model require both coordination and facilitating infrastructure. A distributed environment, the Generic Runtime Infrastructure for Distributed Simulation (GRIDS) is suggested to provide the bonding requirements for such a model. The advantages of transparently connecting the distributed components of a suppl ...

16 Organizational engineering (OE): Strategic alignment in requirements analysis for organizational IT: an integrated approach

Steven J. Bleistein, Karl Cox, June Verner
March 2005 **Proceedings of the 2005 ACM symposium on Applied computing SAC '05**
Publisher: ACM Press
Full text available: pdf(754.11 KB)   Additional Information: full citation, abstract, references, index terms

> We present an integrated approach to requirements engineering for organizational IT to help ensure IT-business strategy alignment. A single, unified model to enable validation of system requirements against business strategy is proposed. We use VMOST analysis to deconstruct business strategy. We then model strategy using a goal-oriented

requirements engineering notation; this is done within the framework for modeling an organization's business strategy proposed by the Business Rules Group. We us ...

Keywords: goal modeling, problem frames, requirements engineering, strategic alignment

17 Technology for supporting supply chain management: introduction
Kuldeep Kumar
June 2001 **Communications of the ACM**, Volume 44 Issue 6
Publisher: ACM Press
Full text available: pdf(74.67 KB)
html(22.76 KB)   Additional Information: full citation, references, citings, index terms

18 Applications in logistics, transportation, and distribution: Manufacturing supply chain applications 2: parameterization of fast and accurate simulations for complex supply networks
Brett Marc Duarte, John W. Fowler, Kraig Knutson, Esma Gel, Dan Shunk
December 2002 **Proceedings of the 34th conference on Winter simulation: exploring new frontiers**
Publisher: Winter Simulation Conference
Full text available: pdf(435.88 KB)   Additional Information: full citation, abstract, references

More efficient and effective control of supply networks is conservatively worth billions of dollars to the world economy. Adopting an approach by which the basic disciplines of Industrial Engineering, Control Engineering, System Simulation and Business Re-Engineering are integrated into one comprehensive system has been known to produce impressive results. This paper discusses a modular approach to develop a discrete event simulation model that has the appropriate level of abstraction to capt ...

19 Digital capital: harnessing the power of business Webs
Don Tapscott, David Ticoll, Alex Lowy
May 2000 **Ubiquity**, Volume 1 Issue 13
Publisher: ACM Press
Full text available: html(44.93 KB) Additional Information: full citation, index terms

20 E-commerce value creation and destruction: a resource-based, supply chain perspective
Christopher W. Craighead, Neal G. Shaw
June 2003 **ACM SIGMIS Database**, Volume 34 Issue 2
Publisher: ACM Press
Full text available: pdf(253.26 KB)   Additional Information: full citation, abstract, references

Although researchers have proposed a number of business models for organizations to use in managing electronic commerce applications, very few of these models have been able to produce value consistently for the adopting organizations. We argue that the failure of these business models is largely due to the fact that (1) they do not consider the effects of both direct and indirect value to the firm, (2) they do not view the supply chain as a macro level entity that must be managed just as organi ...

Keywords: e-commerce, resource-based view of the firm, supply chain

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Powers, J.T.; Anderson, R.W.; Smith, B.A.;
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☐   2. **E-commerce-an introduction**
Meyer, A.; Taylor, P.;
Computing & Control Engineering Journal
Volume 11, Issue 3, June 2000 Page(s):107 - 108

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☐   3. **Product material declaration program at Intel**
O'Connell, S.; Brady, T.A.;
Electronics and the Environment, 2002 IEEE International Symposium on
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☐   4. **Developing an adaptive search engine for e-commerce using a Web minii**
Chung-Hong Lee; Hsin-Chang Yang;
Information Technology: Coding and Computing, 2001. Proceedings. Internatic
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Houston, J.A.; Concha, L.; Bohannan, R.;
VHDL International Users' Forum, 1997. Proceedings
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Armington, K.L.; Debski, H.T.; Postlewait, B.A.;
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7. **Using two multivariate methods for line congestion study in transmission uncertainty**
Deladreue, S.; Brouaye, F.; Bastard, P.; Peligry, L.;
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Volume 18, Issue 1, Feb. 2003 Page(s):353 - 358
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8. **Mining very large databases**
Ganti, V.; Gehrke, J.; Ramakrishnan, R.;
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9. **Application of data mining techniques to load profiling**
Pitt, B.D.; Kitschen, D.S.;
Power Industry Computer Applications, 1999. PICA '99. Proceedings of the 21:
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10. **Excavating the technology landscape: deploying technology intelligence warning signals**
Shehabuddeen, N.T.M.H.; Probert, D.R.;
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11. **Framework of e-marketplace for concurrent SCM simulator**
Saga, R.; Konzo, T.; Aoki, S.; Tsuji, H.;
Systems, Man and Cybernetics, 2003. IEEE International Conference on
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12. **Knowledge-based self-support system for corporate users**
Noel, F.; Delic, K.A.;
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□ 13. **Adoption of an agent-based production planning technology in the manu industry**
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□ 14. **Supplying DFE in the telecommunications industry**
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□ 15. **A reference model and software support for bid preparation in supply ch: construction industry**
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□ 16. **Data mining for the enterprise**
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System Sciences, 1998., Proceedings of the Thirty-First Hawaii International C
Volume 7, 6-9 Jan. 1998 Page(s):295 - 304 vol.7
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□ 17. **An analytical approach to improving equipment productivity**
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Advanced Semiconductor Manufacturing Conference and Workshop, 1992. AS
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30 Sept.-1 Oct. 1992 Page(s):3 - 6
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□ 18. **Service provision & management in today's network**
Gibbs, A.;
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11 May 1994 Page(s):4/1 - 4/3

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□ 19. **VSATs-the user driven system**
Fenwick, K.;
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13 Nov 1989 Page(s):3/1 - 3/4

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☐ **20. A computer-aided model for design of a simulation system for the natura network system**
Nimmanonda, P.; Uraikul, V.; Chan, C.W.; Tontiwachwuthikul, P.;
Electrical and Computer Engineering, 2002. IEEE CCECE 2002. Canadian Co
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Digital Object Identifier 10.1109/CCECE.2002.1013001

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Mount, T.; Schulze, W.; Schuler, R.E.;
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☐	L47	(supplier$1 near5 list) and (supplier$1 near5 database$1) and (deliver$3 near5 time) and @py<=2001	19
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☐	L44	(suppliers information) and (customers information) and database$1 and @py<=2001	21
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☐	L21	L20 and ((supplier$1 or vendor$1) near5 (information or database$1))	9
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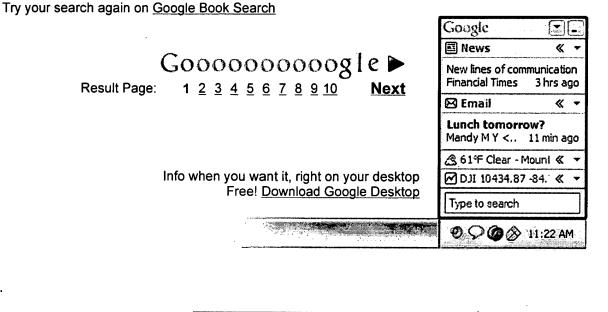www.hefce.ac.uk/Pubs/hefce/**1999**/99_29.htm - 40k - Cached - Similar pages

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software infrastructure solutions and integration **services** to **providers**
of ...
www.microsoft.com/windows/embedded/
windowsautomotive/service**providers**.mspx - 49k -
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"non-clinical **services**" means **services** other than medical, **diagnostic**
or therapeutic ... (c) requires a health sector employer to **provide** more
than 60 days' ...
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Diagnostic Hybrids Inc., the world?s largest cell culture **provider**, has ranked No. 219 on
Inc. Magazine?s 23rd annual Inc. 500 **list** of the fastest growing, ...
www.ictto.ohiou.edu/about/index.php?item=40&page=64 - 13k - Cached - Similar pages

The University of Manchester Intellectual Property Limited
This spin-out company was formed in July **1999** as a joint venture between the University ...
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www.umip.com/spin_out_**list**.htm - 47k - Cached - Similar pages

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Diagnostic and treatment delays in childhood cancer in Canada ... Wait **times** may also be
affected by the organization of **service delivery** within the ...
www.cihr-irsc.gc.ca/e/30588.html - 47k - Cached - Similar pages

EPRI: Power **Delivery** News - June **1999**
Real **Time** Thermal Circuit Ratings **Provide** Real Savings ... **service providers**, generation
companies, transmission companies, Independent System Operators ...
www.epri.com/ newsletter.asp?issueid=174610&marketnid=238295 - 46k -
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Diagnostic Hybrids ranks No. 219 on Inc. 500 **list** of the fastest growing US ... reliable
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Professional **services** may be **delivered** less expensively Using telepractice may reduce
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According to The New York **Times**, "Thousands of businesses, schools and Internet
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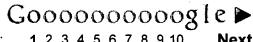Cached - Similar pages

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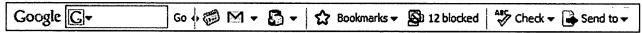www.nhsalliance.org/cgi-bin/data/event00035.pdf - Similar pages

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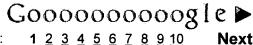### eBay.co.uk: Apple **Service Diagnostic** Mac iBook G4 & iBook& iMac CD ...
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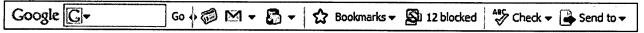www.nhsalliance.org/cgi-bin/data/event00035.pdf - Similar pages

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1 **Integrated supplier secondary characteristic reporting method**
Inventor: LARSON STEPHEN K (US)   Applicant: FORD MOTOR CO (US)

EC: IPC:

Publication info: **US7016858** - 2006-03-21

2 **·Supplier advisory management system**
Inventor: SHUKOSKY KAYE E (US); GENKE NATHAN A   Applicant: KIMBERLY CLARK CO
(US); (+2)
EC: IPC:

Publication info: **US2006004585** - 2006-01-05

3 **System and method for assisting a buyer in selecting a supplier of goods or services**
Inventor: SCHLOSS ROBERT J (US)   Applicant:

EC: G06Q40/00D   IPC: **G06Q40/00**; **G06Q40/00**; (IPC1-7): G06F17/60

Publication info: **US2005144046** - 2005-06-30

4 **SYSTEM AND METHOD FOR ASSESSING A SUPPLIER'S COMPLIANCE WITH A CUSTOMER'S CONTRACT TERMS, CONDITIONS, AND APPLICABLE REGULATIONS**
Inventor: WILSON JAMES R (US)   Applicant: BROWZ GROUP LC (US); WILSON JAMES R (US)

EC: G06Q10/00F   IPC: **G06Q10/00**; **G06Q10/00**; (IPC1-7): G06F

Publication info: **WO2005022356** - 2005-03-10

5 **SUPPLIER DATA MANAGEMENT SYSTEM.**
Inventor: JEFFREY DEAN LINDSAY (US)   Applicant: KIMBERLY CLARK CO (US)

EC: G06Q10/00E   IPC: **G06Q10/00**; **G06Q10/00**; (IPC1-7): G06F

Publication info: **MXPA04002205** - 2004-06-07

6 **SUPPLIER RANKING SYSTEM, DEVICE, METHOD AND PROGRAM**
Inventor: SHIGA TAKESHI; YAMAGUCHI YUMIKO; (+2)   Applicant: RICOH KK

EC: IPC: (IPC1-7): G06F17/60

Publication info: **JP2005182107** - 2005-07-07

7 **Supplier selection system and method**
Inventor: HUANG WENYONG (CN); CHEN WEI (CN); (+1)   Applicant: HONGFUJIN PREC IND (CN)

EC: IPC: **G06F17/30**; **G06F17/30**; (IPC1-7): G06F17/60 (+1)

Publication info: **CN1624699** - 2005-06-08

8 **APPARATUS AND METHOD FOR FACILITATING THE SELECTION OF PRODUCTS BY BUYERS AND THE PURCHASE OF THE SELECTED PRODUCTS FROM A SUPPLIER**
Inventor: HAYNES LEONARD STEVEN (US); LIPPINCOTT KEVIN FREDERICK (US); (+1)   Applicant: HAYNES LEONARD STEVEN (US); LIPPINCOTT KEVIN FREDERICK (US); (+2)
EC: G06Q30/00C   IPC: **G06Q30/00**; **G06Q30/00**; (IPC1-7): G06F

Publication info: **WO2004046888** - 2004-06-03

9 **Method, apparatus, and system for quality performance evaluation of a supplier base**
Inventor: JODER STEVEN D (US); COX DAVID W (US); (+1)   Applicant:
EC: G06Q10/00C   IPC: **G06Q10/00**; **G06Q10/00**; (IPC1-7): G11C5/00

Publication info: **US2004205287** - 2004-10-14

10 **Internet auction computer system comprises an intermediary server which acts as an interface between a supplier server and an auction database server to facilitate insertion of a large number of product records**

Inventor: LEICHTER ERWIN (DE)

Applicant: ADIVA COMPUTERTECHNOLOGIE GMBH (DE)

EC: G06Q30/00C4

IPC: (IPC1-7): G06F17/60

Publication info: **DE10310911** - 2004-09-23

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1 **BIDDING FOR ENERGY SUPPLY TO RESELLERS AND THEIR CUSTOMERS**
Inventor: JOHNSON JACK J (US); COYLE WILLIAM F (US)   Applicant: GEOPHONIC NETWORKS INC (US)
EC: G06Q10/00B; G06Q30/00C4; (+2)   IPC: *G06Q10/00; G07F15/00*; G06Q10/00 (+2)
Publication info: **US2004015433** - 2004-01-22

2 Mediation system for linking potential customers with suppliers in a virtual online market, whereby a mediation arrangement matches offer data with request data and only supplies data to a customer when there is a precise match
Inventor: ASTOR JENS (DE); RUSITSCHKA STEFFEN (DE); (+4)   Applicant: SIEMENS AG (DE)
EC: H04L12/18   IPC: *H04L12/18*; H04L12/18; (IPC1-7): H04L12/16
Publication info: **DE10304277** - 2004-08-19

3 Electronic trade system for production, actualization and management of multi-taxonomy environments enabling customers to search for goods within a classification system and compare offers from different suppliers
Inventor: TENORIO MANOEL (US)   Applicant: I2 TECHNOLOGIES INC (US)
EC: G06Q30/00A   IPC: *G06Q30/00*; G06Q30/00; (IPC1-7): G06F17/60 (+1)
Publication info: **DE10244726** - 2003-07-24

4 Method of e-commerce with intercation between customers and suppliers via coordinator
Inventor: HARBRON CHRISTOPHER GEORGE (GB); PATEL SHAIL (GB)   Applicant: UNILEVER PLC (GB)
EC: G06Q30/00A; G06Q30/00C   IPC: *G06Q30/00*; G06Q30/00; (IPC1-7): G06F17/60
Publication info: **GB2379304** - 2003-03-05

5 Share based incentive system similar to frequent flier air mile schemes, whereby customers, employees or suppliers of a company receive shares in return for services, business, work, etc. carried out with the company
Inventor: GRITZBACH RALPH (DE); KUTH RAINER (DE); (+1)   Applicant: SIEMENS AG (DE)
EC: G06Q30/00A   IPC: *G06Q30/00*; G06Q30/00; (IPC1-7): G06F17/60
Publication info: **DE10160531** - 2003-06-12

6 Provision of information to potential customers of a supplier, whereby the supplier home page is expanded by provision of links to information provided by manufacturers of equipment or products offered by a supplier
Inventor: ROMANEK SIEGFRIED (DE); FOERTH THOMAS (DE)   Applicant: ROMANEK SIEGFRIED (DE); FOERTH THOMAS (DE)
EC: G06F17/30W7; G06Q30/00A   IPC: *G06F17/30; G06Q30/00*; G06F17/30 (+2)
Publication info: **DE10154917** - 2003-06-18

7 Computer system for matching customers & suppliers
Inventor: ELGRABLY ERIC (GB)   Applicant: WORLD INFORMATION ON NET (GB)
EC: G06Q10/00D; G06Q30/00C4   IPC: *G06Q10/00*; G06Q10/00; (IPC1-7): G06F17/60
Publication info: **GB2368934** - 2002-05-15

8 **METHOD AND SYSTEM OF CONNECTING SUPPLIERS WITH PROSPECTIVE CUSTOMERS**

Inventor: RITTER RUDOLF (CH)

Applicant: RITTER RUDOLF (CH)

EC: G06Q30/00A

IPC: *G06Q30/00*; *G06Q30/00*; (IPC1-7): G06F17/60

Publication info: **EP1222593** - 2002-07-17

9 **METHOD OF SUPPLYING SYSTEM FOR DIRECTLY CONNECTING CUSTOMERS WITH SUPPLIERS**

Inventor: HWANG DAVID (KR)

Applicant: HWANG DO HWAN

EC:

IPC: *H04M11/00*; **H04M11/00**; (IPC1-7): H04M11/00

Publication info: **KR2000054480** - 2000-09-05

10 **System and method for providing customers seeking a product or service at a specified discount in a specified geographic area with information as to suppliers offering the same**

Inventor: HICKS MITZI (US)

Applicant:

EC: G06Q30/00A

IPC: *G06Q30/00*; **G06Q30/00**; (IPC1-7): G60F17/60

Publication info: **US6615184** - 2003-09-02

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